

ABSTRACT OF THE DISCLOSURE

A refueling environment includes a fuel dispenser position having an intercom system that comprises a speaker unit and a microphone unit. The dispenser microphone unit includes an array of directional microphones defining an acoustic coverage pattern tailored to receive voice communications uttered by a customer.

5 A voice-activatable fuel dispenser controller may receive voice-based command signals from the dispenser microphone unit. A POS terminal in the refueling environment includes an intercom system having a speaker unit and a microphone unit. The POS microphone unit includes an array of directional microphones defining an acoustic coverage pattern configured to receive voice

10 communications uttered by a station operator. A packet-based data network provides a communications link between the dispenser intercom system and POS intercom system to establish a voice connection therebetween that supports a Voice over Internet

15 Protocol (VoIP) format.